

CIO Council Meeting Notes
September 24, 2003
Albert Coates Government Complex

Attendees:

Members: Gary Zeller, Clifford Layman, Bob Brinson, Don Allen, Smitty Locklear, Ed Johnson, Nancy Lowe, Randy Barnes, Bill Golden, Mary Sue Brown, Mark Paxton, Ben McLawhorn, Lee Mandell, George Bakolia

ITS and Other Agency Guests: Michael Fenton, Keith Stouder, Julia Nipper, Richard Kelly, Wendy Kuhn, Gary Alexander, Steven Hulsey, Ron Kennedy Martin Vernon, Kathie Austin, Amy Edwards, Don Nattress, Julie Batchelor, Sandy Campbell, Paul Saksa, Bill Kurdys, Donna Gaa, Robin Murray, Woody Yates, Ross Yannayon

Vendors: Bill Wade-Alphanumeric Systems, John Minnick-Perot Systems, Tim Rafferty-Alphanumeric Systems, Carl Fetzer-Sungard, James Miller-Paragon, Sam Jackson-Nortel, Angie Harris-Nortel

Scribe: Mary Sue Brown

Welcome/Comments:

Gary Zeller welcomed all to the meeting and reminded everyone about the CIO Forum to be held November 4th and 5th at the Sheraton Imperial Conference Center. Gary told us he had agreed for the CIO Council to be listed as a partner that supports the conference.

Approval of the August Minutes:

The August minutes were approved as written.

Email User Group:

There was no report. Gary indicated the email user group report would be on the agenda on an as needed basis.

Security Training:

Gary said the planning for the security training was moving forward. The IRMC still had some questions, but that Woody Yates hoped to have a scope document for the CIOC to review in the near future. After the Security training programs is finalized, and the costs know, then the CIOC Planning committee would address the Project Management training.

IRMC Updates:

Woody Yates reviewed the agenda of the upcoming October 7th IRMC meeting with the members with special emphasis on the upcoming IRMC project certification actions. He thanked the members for their help in working with researchers from the Babcock Graduate School of Management at Wake Forest University on the IRMC endorsed research study - "Communication in Information Systems Projects." Woody said the

August 8th presentation to the IRMC along with the full reports produced by the MBA students in the IRMC 2003 Summer Internship Program would be posted to the web site shortly.

Disaster Recovery from an Auditor's Perspective:

Martin Vernon gave a presentation from the auditor's office perspective regarding the planning for and reviews of the agencies' Business Continuity Planning. Legislation from the session last year requires agencies to develop and report their BCP/DR plans to the State CIO. Martin talked about the standards adopted by the auditors' office and several of the planning aspects. Martin will be sending a soft copy of his power point slides for the CIOC members.

State CIO Status Report/Comments:

George Bakolia reported on the recent meeting of the National Association of CIO's (NASCIO). He said he heard many common issues with those that we are dealing with here in North Carolina.

George talked about the statewide infrastructure study going on by OSC, OSP, OSBM, and ITS. The first phase report, assessment of the current infrastructure, is on the OSC web site. Phase 2 effort is about complete and that the results will be made available by the OSC office in the near term.

George mentioned that some agencies are not following the IRMC project certification. He asked everyone to be sure they are familiar with and follow this process.

ITS Common Payment Service had processed \$235 million dollars in transactions to date (9/24) for September. This is the highest monthly total for the new service.

The NC Department of Justice won first place in the national awards at NASCIO for their adaptive architecture project. ITS won the runners up award for their IAMS project- Identity and Access Management System.

Ross Yannayon gave an operational update and covered:

The Enterprise Call Center has been installed and testing is ongoing. It will be ready by October 1, in support of the Department of Revenue's new call center operation.

ITS is developing two secure remote office scenarios-the small office without the need for NCIIN and the offices that do need the NCIIN. VPN services are available in the NCIIN scenario.

The migration of the mainframe to the trust zones is complete. LAN's are to be moved early in October.

IPX migrations are almost complete. While most agencies met the deadline for Phase 2 of the migration, a couple did not.

NCMail added 1200 user at DHHS.

New video services are available. H320 is to continue as is. Two new clients are using the streaming video services and H320 video over IP is available. ITS offers facilitation services if an agency needs help with these services.

Ann Garrett reported that the security assessment vendor selection is complete. Two briefings are planned for the security liaisons to give an overview of the plans for the agency assessments. There will be a spreadsheet on the ITS web site showing the assignment of vendors by agency and the timeframes. The assessment is due to the legislation by May 2004.

Incident Management:

Ann Garrett reported that the incident management policy, standards and glossary of Information Technology security terms are going to the IPPC committee on the 29th and if adopted would be put before the IRMC for approval at its October meeting. Ann said that her group at ITS is coordinating some security issues with other states. She also said that the state holds the licenses to allow agencies to obtain and apply the needed security patches. Application of patches is time consuming but imperative to maintaining the security environment.

Project Management Classification:

Randy Barnes reported that the PMO workgroup had developed the classification and salary details for the Project Managers I, II, III and the Enterprise Program Manager I, II, III. She hopes to send it to OSP by September 30. Don Nattress will review and then the OSP recommendation will have to go to the OPS Commission. It may be necessary to make temporary classes as a way to move forward. OSP may also look at banding the classifications.

Project Certification Update:

The work has been done on the registration form, the process and the charter. The workgroup that is focusing on the risk assessment with ETS currently has the action. It is hoped this portion will be complete very soon.

List-Serv Update:

Smitty Locklear told the group that he will be getting access to the list-serv groups we have requested and that he will be 'playing with' the service to see how it works. He indicated he would like to have some agency volunteers to do some testing with him. Email Smitty with any volunteers.

Other Business: There was no other business raised.

The meeting was adjourned.

Next Meeting: 10:00am, September 24, 2003 – Albert Coates Government Complex

